

CITY OF CROWLEY

UTILITY BILLING CASHIER

Pay Grade: 109

FLSA: Non-Exempt

Pay Range: \$16.29 - \$21.92 hr

JOB SUMMARY

Performs work in the area of utility billing operations including billing and collection of water, sewer and sanitation fees from citizens, balancing the cash drawer, and preparing the daily deposit and deposit report for the Finance Director as needed. Reports any problems within the department to the Utility Billing Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential functions may include any of the following duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by an employee in this role; employees may be assigned duties which are not listed below. The job description does not constitute an employment agreement and is subject to change at any time by the employer.

- Collects payments for water, sewer and sanitation fees and assists customers with questions regarding their bill.
- Verifies and accepts cash reports from other city departments and deposits all utility fees on a daily basis.
- Administers new account requests and requests to transfer and/or terminate an account and distributes recycle bins, posts payments to correct account and prepares daily deposit.
- Makes request for reread of water meter when appropriate and in accordance with city policies.
- Issues work orders as needed.
- Maintains all utility billing customer accounts and makes adjustments, notations, and credits as needed.
- As needed processes bills and penalties, prepares and verifies billing register.
- Answers and directs phone calls for all departments within the city.
- Greets and directs public to appropriate department; announces visitors to employees; receives deliveries and assists with outgoing mail and distribution of incoming mail and any other duties as assigned.
- Regular attendance and punctuality are an essential function of this job.

KNOWLEDGE, SKILLS AND ABILITIES

- Must have knowledge of basic utility accounting and general office practices and procedures and the ability to understand and follow oral and written procedures.
- Thorough knowledge of all ordinances related to utility billing administration preferred.
- Must maintain a friendly and pleasant demeanor at all times and be able to deal courteously with the public under stressful conditions.
- Must be able to operate various office equipment including typewriter, 10-key calculator, fax, copier, computer and utility billing program.
- Must maintain confidentiality of confidential matters and maintain accurate financial records.

EDUCATION, EXPERIENCE AND CERTIFICATION

- High School Diploma or GED.
- One year or more experience in utility billing operations and general office practices and procedures preferred.